

# DWP Bulk Letter Forwarding Instruction Leaflet

August 2013



Department  
for Work &  
Pensions

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## Bulk letter forwarding

The Department for Work and Pensions provides a tracing and **pre-paid** letter forwarding service for pension and insurance companies and solicitors who wish to forward **beneficial** information to customers, usually about pensions or insurance policies. We **cannot** forward letters on behalf of **Debt Collection Agencies** or **Commercial Tracing Agencies**. We also carry out work on behalf of charitable organisations seeking to trace lost family members. You must have made every effort to trace the person concerned before you ask us to forward any letters.

The current charge for all requests for a trace is £3.55 plus VAT of £0.71 – a total of £4.26. We will not disclose information to the letter sender about any individual and we have the right to refuse applications or stop processing requests at any time. It is also up to the person contacted to reply, not DWP.

## Completion of relevant forms

There are 2 forms that can be used and both come in two parts. Please complete both parts in full on separate pages as one copy is retained within DWP. These are as follows:

- BLF1010 – use this form if you require an individual response for each customer, or
- BLF1015 – use this form if you require a bulk reply.

Both the BLF1010 and the BLF1015 forms request a unique reference to enable you to identify the person when the form is returned to you on completion.

This unique reference must not contain any National Insurance numbers or dates of birth.

Please complete the form with as much detail as possible using font size 12. It is in your own interest to provide as much information as possible to ensure an accurate trace is carried out.

Please ensure that both parts of the BLF1010 and BLF1015 contain your company name and contact details.

## Attaching your letter

The letter that you want us to forward should only ask the recipient to get in touch with you (see sample letter). It must not contain any other items such as pension statements, cheques, or information such as National Insurance numbers or dates of birth.

Your letter should be addressed to the specific individual concerned (that is, not Dear Member etc). In the case of joint policy holders, individual requests should be submitted.

Correspondence to persons under the age 16 should be addressed to the parent or guardian.

Each letter should be attached to the relevant BLF1010 or BLF1015. Failure to attach the letter to the correct form may result in your work being returned.

We need to check the content of the letter that you want us to forward. There is no need to place your letter in an envelope as we will provide envelopes as well as postage.

If you wish to enclose a reply envelope these must be attached to each letter.

Requests in excess of 2000 items per week per company will need to obtain our prior approval.

A covering letter should be provided, briefly stating why you need to use this service.

## Boxes of work

If there is more than one box of work, all boxes must be sequentially numbered, sent together, and the covering letter and payment should be enclosed in the first box.

Each box must not exceed 8 kg

Delivery by your own couriers can only be accepted between 0800 and 1630, Monday to Friday.

## The Department's responsibility

**We cannot provide you** with any information about the person you wish to find. All details held by us are confidential.

We do not hold details of next of kin when a person has deceased. By obtaining a copy of the death certificate from Certificate Services (tel: 0300 1231837) you

may be able to obtain details of a potential next of kin from the information contained on the death certificate. For example, the person notifying the death may know or be the next of kin. Please note that neither Letter Forwarding nor Certificate Services know or can provide the details of next of kin.

We will aim to complete your requested traces within 15 working days. If we are unable to complete the trace within this time, you will be notified via your VAT receipt.

Despite taking care in tracing we can never be **absolutely certain** that the person we have traced is the customer that you wish to contact.

Our covering letter to the customer advises them that if they are not the person that you are looking for the letter should be returned to us.

Any letters returned by the Post Office® as “Gone Away” or “Dead Letter Office” will subsequently be returned to you.

We cannot be responsible for any item lost whilst carrying out the service.

When we receive an item for forwarding, it cannot be retrieved until the action is complete.

If we find that the service is misused in any way, no further requests for the forwarding service will be accepted from you.

We may request sight of your company’s Data Protection registration to ensure compliance with the law. Copies of our registration are available on request.

The Department reserves the right to withdraw the service at any time.

## **Sending payment and contact details**

You should ensure that you enclose payment for the full cost of the Bulk Letter Forwarding service with the BLF1010 or BLF1015. All cheques should be made payable to:

The Department for Work and Pensions

All correspondence and work is to be addressed to:

Department for Work and Pensions

Bulk Letter Forwarding Service

Room M0201

Durham House

Washington

Tyne & Wear

NE38 7SF

## Payment of invoices via Automatic Credit Transfer (ACT)

If you want to pay for the letter forwarding service via ACT please use the following revised banking details.

Bank: HSBC  
Jobcentre Plus Number 1 Account (Not number 2 Account)  
Account Name: DWP RM Central Account  
Account Number: 52418797  
Sort Code: 40-34-18

If you choose this payment option we will also require a remittance slip to be enclosed with the relevant trace requests reflecting the following mandatory information:

- your company name and address
- the name of the pension scheme
- the total amount to be credited
- the total amount of traces
- the date the monies will be credited to our bank account
- a unique reference number applicable to the ACT payment (this reference should also be quoted to the bank when making payments)

Failure to provide this information may result in the trace requests being returned to you.

Should you wish to discuss any aspect of Bulk Letter Forwarding please contact us. Our office hours are 13.00 to 21.00, Monday to Thursday and 12.00 to 20.00 on a Friday, except for Bank Holidays.

Tel: 0191 2252190

Fax: 0191 2252359

Email: [BULKLETTERFORWARDING.SERVICES@dwp.gsi.gov.uk](mailto:BULKLETTERFORWARDING.SERVICES@dwp.gsi.gov.uk)